
PERSONAL PRODUCTIVITY / DELEGATION SYSTEMS

Outsourcing: *Interfaces* First

You are not the router by nature; you became one by missing RACI, SOPs, and SLAs.

SYSTEM ARCHETYPE 071

Outsourcing / *Delegation* /

Outsourcing frameworks remove founders as bottlenecks through documented workflows, decision rights, and vendor scorecards—not

vibes in Slack. Pair with personal SOPs, time arbitrage, modular systems, and inversion on roles that secretly recreate you as middleware.

"Outsourcing is governance exported—paper the interfaces or import the chaos."

1. Bottleneck *Maps*

Bottleneck mapping should precede job posts; otherwise you hire people to watch you stay the router. The adult version of outsourcing is to document assumptions about key person quitting mid-quarter and how knowledge survives people. IP clarity is margin protection. Draw boundaries between delegation and abdication—authority must travel with tasks.

Offshore and nearshore shift time zones from bug to feature when async rituals are real. If a contractor becomes indispensable, interrogate the task is documented enough that another adult can finish without telepathy. Bottlenecks love undocumented judgment. Pair hires with personal SOPs so handoffs survive your worst week, not your best mood.

Culture fit is not vibes; it is shared definitions of quality, speed, and what good looks like in the work. Stress the system by assuming whether to fix SOPs, retrain, replace, or narrow scope first. You are not the router—design that truth. Stress feedback delays between hiring help and measurable throughput gains.

Communication SLAs prevent both ghosting and meeting cancer; async updates beat status theater. Second-order thinkers ask how timezone shifts interact with whether you are buying capacity or buying a crutch that hides process debt. When doubt appears, widen SOPs before widening payroll. Budget entropy for turnover, context loss, and rework when documentation rots.

Hiring without interfaces is expensive friendship; contractors need acceptance tests and definition-of-done. When quality wobbles, the policy should specify RACI per workflow, escalation paths, and tool permissions that match responsibility. If two people cannot run the checklist, hiring will not fix it. Pair hires with personal SOPs so handoffs survive your worst week, not your best mood.

Management load is a line item; fractional leaders exist when governance exceeds founder hours. Monthly vendor reviews should reconcile client expectations, on-call coverage, and holiday calendars honestly. Boring RACI beats brilliant rescues. Stress feedback delays between hiring help and measurable throughput gains.

2. RACI *and* SOPs

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IP and confidentiality belong in the first page of the contract, not the panic email after launch. A serious outsourcing map should publish RACI per workflow, escalation paths, and tool permissions that match responsibility. SLAs are love letters to future calm. Stress feedback delays between hiring help and measurable throughput gains.

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3. Contractor *Interfaces*

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4. Timezone *Rhythms*

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honestly. When doubt appears, widen SOPs before widening payroll. Stress feedback delays between hiring help and measurable throughput gains.

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5. IP *and Security*

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6. Communication *SLAs*

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7. Management *Load*

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OUTSOURCING ROLLOUT SPINE

01 Bottleneck list

Top five waits with owners and metrics.

02 RACI sheet

Per workflow—who decides, who does, who signs.

03 SOP package

Screens, samples, acceptance tests.

04 Vendor scorecard

Quality, speed, cost, risk—monthly.

8. Atlas *Integration*

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Build the *lattice*, not the legend.

Return to the Reading hub for essays, tools, and the rest of the 100-topic map.

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